

## Troubleshooting and Student Success When Proctoring

Make sure to administer a PRACTICE TEST (No-stakes) that helps to identify students early who may not be able to use this software. Information can be found at: <https://cs-cc.net/beyond>

\*Please note that some solutions may include virtual proctoring through TEAMS, Collaborate, Web Ex, etc. when access issues cannot be resolved. Due to the unpredictability of this work and the number of students that may need this, faculty are being provided with instructions for proctoring virtually themselves and this work is not intended for College Testing Services except for exceptional instances.

<p><b>Student has a Chromebook</b></p>	<p>Chromebooks do not work with some testing related software like Respondus Monitor at this time (we are anticipating an update in September). Identify students the first week of the semester who are using a Chromebook. Administering the no stakes practice test is a good way to do this. If a student is using a Chromebook and the student does not have access to a different device for testing, consider proctoring the student(s) through synchronous (virtually) using MS Teams, Collaborate, WebEx, Zoom. Instructions at <a href="https://cs-cc.net/beyond">https://cs-cc.net/beyond</a>.</p> <p>*Make sure you have an alternative method of testing set up in advance for students who are not able to participate in the proctored environment.</p> <p>Technology Lending: If the student is interested in borrowing a computer or Hot Spot, they should go to: <a href="https://www.csc.edu/connection#technologyLending">https://www.csc.edu/connection#technologyLending</a></p>
<p><b>Student indicates they have or are worried about connection problems with Internet interfering with test, and/or student experiences connection issues during the practice quiz.</b></p>	<ol style="list-style-type: none"> <li>1. Refer student to the Help Desk (<a href="mailto:helpdesk@csc.edu">helpdesk@csc.edu</a>) to help determine if the issue is a connectivity issue or some other issue.</li> <li>2. If the issue is definitely connectivity, refer the student to apply for a hotspot.</li> <li>3. If the connectivity issue is not resolved, consider proctoring virtually through Collaborate, Teams, or WebEx, or Zoom. While their internet may go out, you would be able to see better what is going on and problem solve. Instructions at <a href="https://cs-cc.net/beyond">https://cs-cc.net/beyond</a>.</li> </ol> <p>Technology Lending: If the student is interested in borrowing a personal computing device or Hot Spot they should go to: <a href="https://www.csc.edu/connection#technologyLending">https://www.csc.edu/connection#technologyLending</a></p> <p>*Make sure you have an alternative method of testing set up in advance for students who are not able to participate in the proctored environment.</p>

<p><b>Student does not have the proper hardware including webcam, microphone, etc.</b></p>	<p>Refer student to the Help Desk (<a href="mailto:helpdesk@csc.edu">helpdesk@csc.edu</a>) to determine their exact needs.</p> <p>Technology Lending: If the student is interested in borrowing a Computer or Hot Spot, they should go to:  <a href="https://www.csc.edu/connection#technologyLending">https://www.csc.edu/connection#technologyLending</a></p> <p>*Make sure you have an alternative method of testing set up in advance for students who are not able to participate in the proctored environment.</p>
<p><b>Student indicates they are worried about their environment during proctored testing.</b></p>	<p>Assure the student that faculty proctoring through Collaborate or other software can see what the circumstances are directly and can correspond with individual students during the test to solve issues. If using recording software, faculty are able to review the videos before making judgement related to the flags that may occur. Communicate with students to help ease anxiety about proctored testing in this environment.</p>
<p><b>Student has testing accommodations through Disability Services</b></p>	<p>When a student provides faculty with a Letter of Accommodation (LOA) or STAR form, review the form for testing accommodations. Some testing accommodations can be managed by faculty (depending on platform) <u>without additional assistance from DS</u>.</p> <p>For more information, visit the <a href="#">Accommodations and Test Proctoring – Online (Virtual) Courses</a> document.</p> <p><b>NOTE:</b> After reviewing the DS information located on the Beyond the Classroom website, please contact DS with questions if needed (<a href="mailto:disability@csc.edu">disability@csc.edu</a> or 614-287-5089).</p>
<p><b>Student cannot get Respondus Monitor or other needed software to download</b></p>	<p>Have students contact Help Desk (614-287-5050 or <a href="mailto:helpdesk@csc.edu">helpdesk@csc.edu</a>). They will troubleshoot the issue to determine if it is a hardware or software issue. It could be a simple setting change or they may need to use a different browser.</p> <p>If Help Desk is unable to help the student. It may be that their computer is just not able to handle the software. If they are able to use Collaborate, Teams, WebEx, or Zoom for class, you will need to consider proctoring their test synchronously/virtually through the software used for class since that technology may have worked for them. Instructions at <a href="https://cs-cc.net/beyond">https://cs-cc.net/beyond</a>.</p> <p>Technology Lending: If the student is interested in borrowing a computer or Hot Spot, they should go to:  <a href="https://www.csc.edu/connection#technologyLending">https://www.csc.edu/connection#technologyLending</a></p> <p>*Make sure you have an alternative method of testing set up in advance for students who are not able to participate in the proctored environment.</p>

<p><b>If none of the above tips help to resolve the situation with the student after trying several options:</b></p>	<p>*Make sure you have an alternative method of testing set up in advance for students who are not able to participate in the proctored environment.</p> <p>*For extenuating circumstances only (for example, access issues for a student with a disability) faculty may request in-person testing for that student that requires approval by the Dean of Student Affairs. To make a request, fill out the following form:</p> <p><a href="#"><u>On-Campus Testing Approval-SUPPORT FORM</u></a></p>
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***COVID-19 STATEMENT: Columbus State is committed to remaining flexible and caring and taking into consideration the chaotic environments for both our students and faculty during this time, and to establishing easy-to-access resources and services to support both faculty and students as we navigate these unexpected times together.***